

event information in both raw (e.g., comma delineated, etc.) and web-based formats and shall be compatible with security management system applications.

C.1.1.1.1 Send Automated Alarm Notifications

The Contractor shall automate sending alarm notifications to the Government for any network performance degradation and security breaches. The Contractor shall ensure that this notification takes place using both voice and e-mail. The thresholds for email notification shall be coordinated with the Government. In addition, the Contractor shall generate advisory email messages to the affected Bureaus when network service affecting issues are detected.

The Contractor shall provide the capability to the PM and Bureau DARs for updating the alarm notification database. As missions change, the Government shall coordinate with the Contractor to identify new threshold levels.

C.1.1.1.2 Provide Configuration Management Reporting

The Contractor shall provide real-time read-only views into configuration settings for all provider equipment (routers, switches, firewalls, IDS, etc.) for the TCE network. The Contractor shall provide an on-line web-based method for submitting network configuration requests.

C.1.1.1.3 Archive System Events

The Contractor shall store all system event log files for firewalls, IDS, smart switches, and routers for one (1) year using on-line media, and for at least two (2) additional years on off-line storage media and as per guidelines mentioned in **TD85-01 and TD80-05**. Firewall audit logs shall be stored for Government review for a period of five (5) years.

C.1.1.1.4 Conduct Periodic Status Meetings

After the transition period, the Contractor shall conduct bimonthly status meetings during the first year of the contract and quarterly meetings thereafter.

C.1.1.2 Provide Help Desk Support

The Contractor shall provide help desk support for receiving, reporting, and resolving trouble calls related to services provided under the TCE Contract. The Contractor shall provide world-class user technical assistance via desk-side service, phone, e-mail, or fax for solving information technology service-related issues to the user's complete satisfaction. This shall include providing an integrated service with a single point of contact for all Treasury users. Designated Treasury shall have the capability to interact or communicate with the Help Desk by voice, e-mail, fax, web, and shall have visibility into a web-based trouble ticket status system. The Government anticipates required help desk support to be minimal, once a site is fully operational. The help desk support provided by the Contractor for each site category shall be as follows:

- 1) Category-1 Sites: The Contractor shall provide 24 hours a day and 7 days a week (24 x 7) help desk support to all Category-1 sites. The hours of support shall be round the clock on business days, weekends and holidays 365 days during regular years or 366 days during leap years.

SECTION J - ATTACHMENTS

Attachment Number	Description
B-1	Section B CLIN Pricing Tables
B-2*	Section B Loop Pricing Tables – Category 1 and 2 sites
B-3	Section B Loop Pricing Tables – Category 3
J-1	Glossary and Acronym List
J-2a*	TCS Hub to Hub Connectivity
J-2b*	TCS Hub to Field Site Connectivity
J-2c*	TCS Field Site to Field Site Connectivity
J-2d*	TCS Network Node Connectivity
J-2e*	TCS Link Encryption Capacities
J-2f*	TCS Site Codes and Addresses
J-2g ^{*1}	Circuit Information
J-2h ^{*2}	Site Codes and NPA/NXX
J-3*	TCS Hub-to-Hub Network Diagram
J-4*	Equipment Inventory
J-5	Quality Assurance Surveillance Plan
J-6	Sample Customer Survey
J-7*	Treasury Directory Systems Information (4 documents)
J-8	Subcontracting Plan Outline
J-9*	Shared Sites List
J-10	Reference Links
L-1	Compliance Checklist (Volume I)
L-2	Compliance Checklist (Volume 2)
L-3	Past Performance Questionnaire
L-4	Pricing Evaluation Model – Labor
L-5*	Pricing Evaluation Information – CoS 1 Bandwidth Demands
L-6	Proposal Preparation Compliance Checklist

*Documents are considered Sensitive But Unclassified and will be made available to approved vendors on www.FedTeds.gov. In addition to the registration required to access FedTeds, offerors are also required to obtain a password from the TCE Contracting Officer. Access will only be granted to prime and major subcontractors that have submitted the required non-disclosure forms.

¹Attachment J-2g replaces J-2a, b, c, and d as a single list of all sites.

²J-2h is a more complete list of site codes and NPA/NXX.